

**Summary Report for Individual Task
805K-79R-8006
Manage Government Travel Card Program
Status: Approved**

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD5 - This product/publication has been reviewed by the product developers in coordination with the Fort Knox, KY 40121 foreign disclosure authority. This product is releasable to students from all requesting foreign countries without restrictions.

Condition: You are the resource management specialist (RMS) and have military and civilian travelers assigned, arriving, and departing the unit. You have access to the internet and all applicable references. This task should not be trained in MOPP 4.

Standard: Maintain a delinquency rate of two percent or less, transfer Government Travel Charge Card (GTCC) accounts within 10 days or arrival; activate/deactivate cards per command guidance, and terminate GTCC for personnel leaving the Army (retirement or expiration term of service (ETS)).

Special Condition: None

Safety Risk: Low

MOPP 4: Never

Task Statements

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: None

Notes: None

Performance Steps

1. Process personnel into Unit.

a. Provide new Soldier/civilian a GTCC on-line application if needed.

b. Provide a statement of understanding to all card holders.

(1) Obtain signature and date on statement of understanding.

(2) Retain statement of understanding.

(3) Review command policy.

c. If a new Soldier/civilian has a GTCC, transfer that account into your "hierarchy" with CITI Bank.

(1) Provide updated home address changes to CITI Bank and or unit.

(2) If cardholder's card has been lost or stolen, provide immediate notification to CITI Bank and unit.

(3) If new card has been issued, remind card holder to acknowledge card receipt of new GTCC by contacting CITI Bank with the 800 number listed on GTCC.

d. Conduct Annual Training.

2. Maintain unit reports. Required reports:

a. Account listing report.

(1) Review Active/Deactive status.

(2) Review Addresses, personal data etc.

(3) Review personnel accountability.

b. Account activity report.

(1) Review for misuse or abuse.

(2) Notify command of misuse or abuse.

(3) Require cardholder to respond with payment amount, method, and date.

(4) Determine if activity was an authorized expense.

(5) Select a sampling of 10% of all GTCC transactions.

(6) Audit for propriety each month as required by USAREC.

(7) Provide HQs G-8 a copy of audit.

c. Delinquency report.

- (1) Produce delinquency report on the 12th of each month.
- (2) Notify individuals and their command of amounts past due.
- (3) Require each delinquent individual to respond with payment amount, method, and date.
- (4) Determine if activity was an authorized expense.
- (5) Recommend procedures to command staff to eliminate delinquencies.

d. Pre-suspension report.

- (1) Produce Pre-suspension report on the 26th of each month (45 days).
- (2) Notify individuals and their command of amounts and days past due to prevent suspension at 60 days.

e. Suggested Reports.

- (1) ATM report.
- (2) Returned check report.
- (3) Declined authorizations.
- (4) CRV activation card report.

3. Processing travel documents.

a. Activate/deactivate cards, per command policy, when Defense Travel System (DTS) authorizations/vouchers are submitted.

b. Notify brigade of new/replacement/expired card number for DTS profile update.

c. Validate in Citibank traveler has confirmed receipt of card and is active.

4. Out-process personnel.

- a. Deactivate/ close/ or place into PCS program as needed.
- b. Verify current balance on GTCC-must pay in full.
- c. Notify S1 to initiate flagging action if cardholder has current balance and does not pay.
- d. Inform personnel of options while in transit.
- e. Advise cardholder to inform new unit to transfer into hierarchy within first thirty days.
- f. Close accounts upon ETS/ retirement or civilian termination.

5. Track and Process Taskers.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score the Soldier GO if all performance measures are passed (P). Score the Soldier NO GO if any performance measure is failed (F). If the Soldier scores NO GO, show the Soldier what was done wrong and how to do it correctly.

Evaluation Preparation: This task may be evaluated by using the evaluation guide and/or administering the performance test Evaluation Guide. If the task is performed on the job, use the materials listed in the CONDITIONS statement above. This task can be evaluated by using the evaluation guide.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Processed personnel into Unit.			
a. Provided new Soldier/civilian a GTCC on-line application if needed.			
b. Provided a statement of understanding to all card holders.			
(1) Obtained signature and date on statement of understanding.			
(2) Retained statement of understanding.			
(3) Reviewed command policy.			
c. If a new Soldier/civilian has a GTCC, transferred that account into your "hierarchy" with CITI Bank.			
(1) Provided updated home address changes to CITI Bank and or unit.			
(2) If cardholder's card has been lost or stolen, provided immediate notification to CITI Bank and unit.			
(3) If new card has been issued, reminded card holder to acknowledge card receipt of new GTCC by contacting CITI Bank with the 800 number listed on GTCC.			
d. Conducted Annual Training.			
2. Maintained unit reports. Required reports:			
a. Account listing report.			
(1) Reviewed Active/Deactive status.			
(2) Reviewed Addresses, personal data etc.			
(3) Reviewed personnel accountability.			
b. Account activity report.			
(1) Reviewed for misuse or abuse.			
(2) Notified command of misuse or abuse.			
(3) Required card holder to respond with payment amount, method, and date.			
(4) Determined if activity was an authorized expense.			
(5) Selected a sampling of 10% of all GTCC transactions.			
(6) Audited for propriety each month as required by USAREC.			
(7) Provided HQs G-8 a copy of audit.			
c. Delinquency report.			
(1) Produced delinquency report on the 12th of each month.			
(2) Notified individuals and their command of amounts past due.			
(3) Required each delinquent individual to respond with payment amount, method, and date.			
(4) Determined if activity was an authorized expense.			
(5) Recommended procedures to command staff to eliminate delinquencies.			
d. Pre-suspension report.			
(1) Produced Pre-suspension report on the 26th of each month (45 days).			
(2) Notified individuals and their command of amounts and days past due to prevent suspension at 60 days.			
e. Suggested Reports:			
(1) ATM report.			
(2) Returned check report.			
(3) Declined authorizations.			
(4) CRV activation card report.			
3. Processed travel documents.			
a. Activated/deactivated cards, per command policy, when Defense Travel System (DTS) authorizations/vouchers are submitted.			
b. Notified brigade of new/replacement/expired card number for DTS profile update.			
c. Validated in Citibank traveler has confirmed receipt of card and is active.			
4. Out-processed personnel.			
a. Deactivated/closed/or placed into PCS program as needed.			
b. Verified current balance on GTCC-must pay in full.			

c. Notified S1 to initiate flagging action if cardholder has current balance and does not pay.			
d. Informed personnel of options while in transit.			
e. Advised cardholder to inform new unit to transfer into hierarchy within first thirty days.			
f. Closed accounts upon ETS/ retirement or civilian termination.			
5. Tracked and Processed Taskers.			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
	AR 715-9	Operational Contract Support Planning and Management	Yes	No
	DODFMR 7000.14-R, VOL 9	Department of Defense Financial Management Regulation, Volume 9, Travel Policy and Procedures	Yes	Yes

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT. Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination. "Everyone is responsible for safety. A thorough risk assessment must be completed prior to every mission or operation."

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None